

WHAT IS A 'DEFECT'?

A defect is where a material, building product or appliance has not performed to reasonable expectations within the first 12 months after building completion.

Your property has been inspected by a technical representative of Thames Valley Housing. Items that required attention to bring the property up to the generally accepted standards of TVHA have been addressed and any items that have not been addressed are listed as outstanding. These items are noted with the contractor who will deal with them in due course (the timing of this will depend upon the nature of the outstanding defect).

We would summarise by saying that something is a defect if it

	:-	is missing
	:-	doesn't work
	:-	is broken.

Emergency defects

Gas leak

Houses. Turn off the gas at the meter box.

Flats. Turn off the tap at the point where the gas pipe comes into the flat.

Phone the emergency gas service on 0800 111 999. After you have been given an appointment time, notify the Customer Service Centre on **0800 358 7767** so that this defect can be logged.

Loss of electricity

Check first before reporting:- Look at the fuse board (CCU-consumer control unit). Is it just one circuit that has failed? Reset the MCB (miniature circuit breaker). (Note that a light bulb 'blowing' will usually trip that circuit's MCB only). If not on a lighting circuit, remove the last appliance that was plugged into a socket and reset the MCB. (Most MCB's 'trip out' through faulty appliances being plugged in). Have other houses or flats lost their electricity supply? Is there a power cut in the area?

Please do not attempt to repair failed supplies yourself, as this will invalidate the contractor's defects liability.

Burst water pipe

Turn off water stopcock to incoming water main (usually under the sink). If burst pipe is on central heating system, turn the central heating off (otherwise the pump will keep on running).

Phone the TVHA Customer Service Centre and report the emergency on 0800 358 7767.

NB: We would like to take this opportunity to point out that cosmetic finishes are always very subjective, and for example, that it is always possible to find a decorative fault. This does not necessarily make this fault a defect as the overall finish has been taken into consideration and agreed that a satisfactory standard has been achieved.

Please remember that most of the surfaces of your home have been hand finished to give:-

- a protective coat to the material,
- a generally uniform finish which 'hides' blemishes and junctions of different materials,
- a manufacturers' recommended coating to allow the materials to dry out and,
- a base for future redecoration in colours or materials of your own personal choice.